ICN Hosted Voice

End User Portal Training

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ICN
AMD Rev2 0516

CTL EUG 0316(rev4)

Log Into the End User Portal

Please reference your "ICN Phone Service Established" welcome email for Portal User ID and Temporary Portal Password.

With that information handy go to centurylink.com/voip and follow the instructions to log in

Good afternoon, Joe Smith,

Do Not Reply To This Email. It Was Sent From An Automated Service.

Welcome to ICN Hosted VoIP service! You will soon be able to use your IP phone to place and receive calls. The information below will allow you to manage the features of your phone online. Please retain this information in a method approved by your agency. If you have any questions, please contact your Administrator.

Phone Number: 515-722-9999
Extension: 29999

8XX Voice Mail Retrieval Number: 855-540-6245
Voice Mail PIN: 1234

Portal User ID: JSmith29999@mvs.icn.iowa.gov
Temporary Portal Password: Iowa@54400

You will be required to change your Temporary Portal Password at first log in.

Learn more about your ICN Hosted VoIP service, customize your features, view your call logs, and much more at centurylink.com/voip

Download Current HostedVoIP_End_User_Portal Guide

From the main screen go to **Help > User Guides & Help Information > Manuals**

Select **Hosted VoIP End User Portal Guide** and save a copy to your desktop for further information and user support
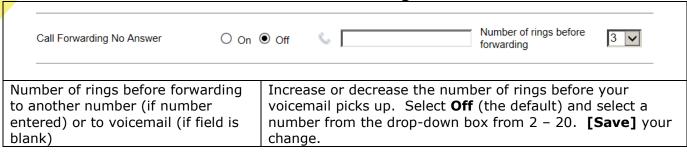
Call Logs

Missed, Incoming, Outgoing Calls

The **Call Log** option allows you to view Missed, Incoming, and Outgoing Calls. This is similar to the [Directories] or [Callers] button on your phone

With a recent enhancement, you can now **[Export Call Logs]**, to an Excel file – All, Missed, Incoming or Outgoing

Call Features>Find Me>Forward No Answer Rings

Call Forwarding No Answer	○ On ◉ Off	📞 [ ]	Number of rings before forwarding	3 ▾

Number of rings before forwarding to another number (if number entered) or to voicemail (if field is blank)	Increase or decrease the number of rings before your voicemail picks up. Select **Off** (the default) and select a number from the drop-down box from 2 – 20. **[Save]** your change.

Contacts> Contacts

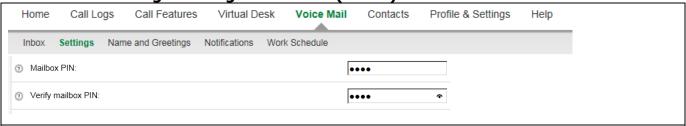| As you add entries into your contact list through the portal, they will begin to show up in your Contacts on your desk phone. To speed up the process, you may want to power cycle (reboot) your phone	**Add Contact** ✕ * Is a required field * Name: Fred Flintston * Phone Number: 5157255555 ✕

1) Select **[New Contacts]** and complete the "Add Contact" information
2) Then select **[Save]**
Once the entry is created you can click on the number and select **Call** and haveit automatically dial using your desk phone

Voice Mail>Settings>Change Password (Reset)

Home	Call Logs	Call Features	Virtual Desk	**Voice Mail**	Contacts	Profile & Settings	Help

Inbox	**Settings**	Name and Greetings	Notifications	Work Schedule

⑦ Mailbox PIN:	[••••]
⑦ Verify mailbox PIN:	[•••• ☁]

Change your voicemail password to a different number. Enter new password in **Mailbox PIN** and **Verify mailbox PIN**, then **[Save]** your change.
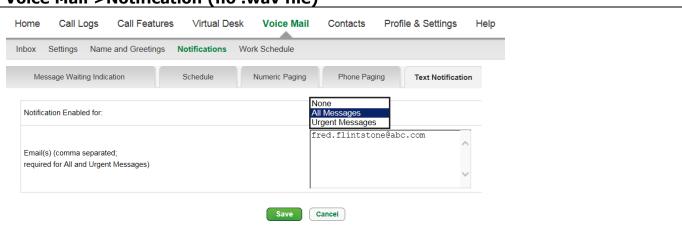
Voice Mail>Settings>Voice Mail Forwarding (.wav file)

| Home | Call Logs | Call Features | Virtual Desk | **Voice Mail** | Contacts | Profile & Settings | Help |

| Inbox | **Settings** | Name and Greetings | Notifications | Work Schedule |

⑦ Voice Mail Forwarding:

Forward to Email Addresses
(comma separated, Limited to 5 Email Addresses):

Forward & Delete
Forward & Save
Disable

fred.flintstone@abc.com

Save Cancel

1) Select **Voice Mail Forwarding: Forward & Save**
2) Enter email address(es) in the **Forward to Email Addresses** box, then **Save** your entry

⚠️ **WARNING!!** Please check with your local administrator to verify whether you are allowed to receive a .wav file attachment with a voice mail recording in your government email account
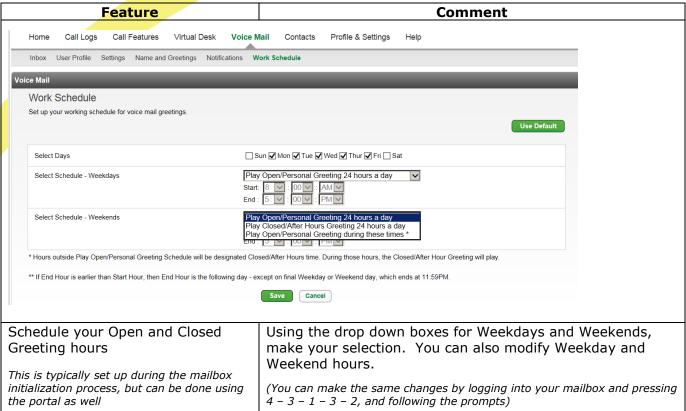
Voice Mail >Notification (no .wav file)

| Home | Call Logs | Call Features | Virtual Desk | **Voice Mail** | Contacts | Profile & Settings | Help |

| Inbox | Settings | Name and Greetings | **Notifications** | Work Schedule |

| Message Waiting Indication | Schedule | Numeric Paging | Phone Paging | **Text Notification** |

Notification Enabled for:

None
All Messages
Urgent Messages

Email(s) (comma separated;
required for All and Urgent Messages)

fred.flintstone@abc.com

Save Cancel

1) Select **Notification Enabled for > All Messages**
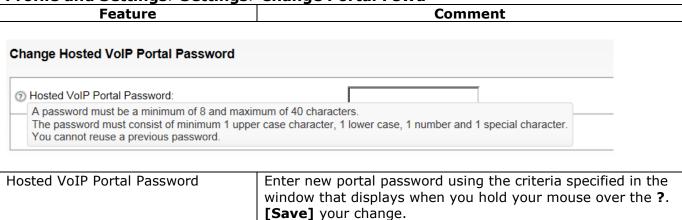2) Enter email address(es) in the box, then **Save** your entry

📒**NOTE!!** This option provides you with an email notification that you have a new voice mail message, but does not include the .wav file attachment

Voicemail>Work Schedule

Feature	Comment
Schedule your Open and Closed Greeting hours *This is typically set up during the mailbox initialization process, but can be done using the portal as well*	Using the drop down boxes for Weekdays and Weekends, make your selection. You can also modify Weekday and Weekend hours. *(You can make the same changes by logging into your mailbox and pressing 4 – 3 – 1 – 3 – 2, and following the prompts)*

Profile and Settings>Settings>Change Portal Pswd

Feature	Comment
Hosted VoIP Portal Password	Enter new portal password using the criteria specified in the window that displays when you hold your mouse over the **?**. **[Save]** your change.

Help

*Help provides **Manuals, User Guides, Training Slides, and Downloads**.*

As the system is upgrated, newer versions of this documentation will be added to the site.